How to submit a Hardware Request or Return

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Note: Users must be on campus or connected to VPN, if working remotely, to submit a Hardware request or return.

Aug 29, 2024 Knowledge

Title
How to submit a Hardware Request or Return

Article Summary
This process is used by Managers who need to request any of the following items for their employees: laptop, desktop, monitor or office phone.
Note: Users must be on campus or connected to VPN, if working remotely, to submit a Hardware request or return.

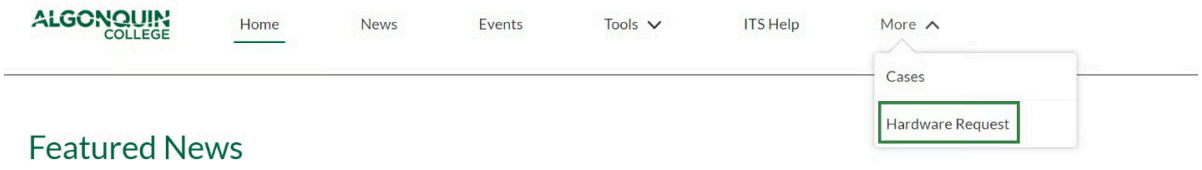
Instructions
To submit hardware requests, employees must be signed into myAC employee community. This functionality is available exclusively to managers within Algonquin College.

This guide outlines the steps required to navigate the hardware request form and submit a request effectively.

Step 1: Accessing the Hardware Request Form

1. Navigate to Hardware Request

- Click on "More" in the navigation menu at the top of your screen.
- Select "Hardware Request" from the dropdown. This option is only visible to users with manager-level access.



Step 2: Filling Out the Hardware Request Form

1. Select Hardware Request Type

Files (0) (/myACSupport/s/relatedlist/ka3OG0000012E

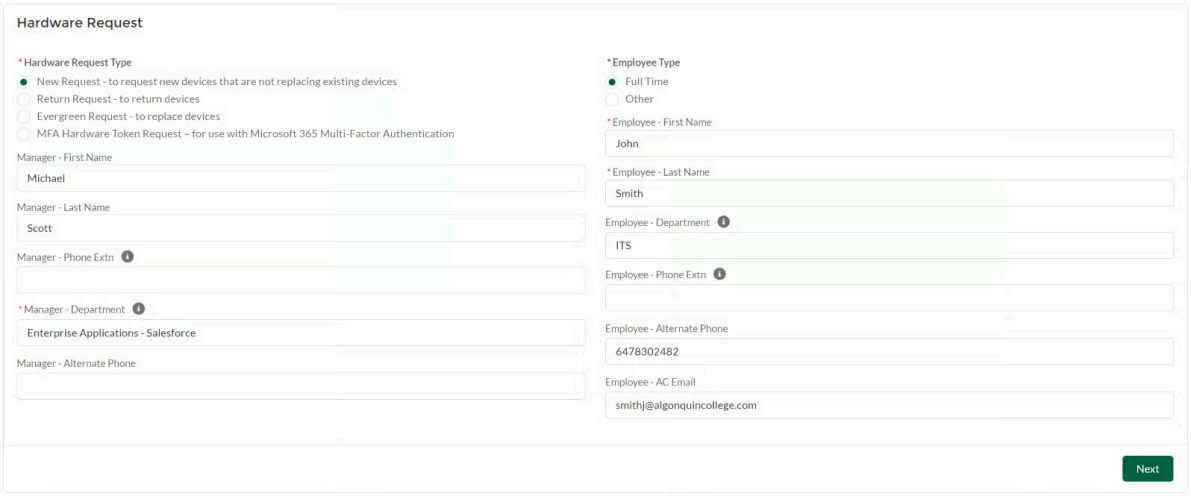
- Choose from "New Request", "Return Request", "Evergreen Request", or "MFA Hardware Token Request" depending on your need.

2. Manager Information

- The form auto-fills with your first and last name. Ensure these details are correct.
- Fill in or verify your phone extension and department. Add an alternate phone number if necessary.

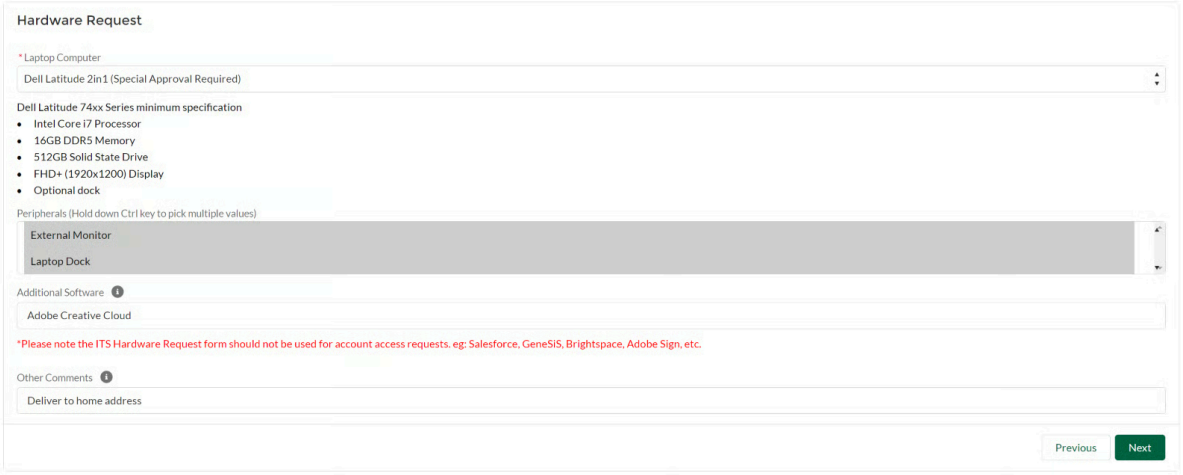
3. Employee Details

- Select the employee type (Full Time or Other).
- Provide the required and optional information for the employee needing the hardware, including their AC email.



4. Hardware Selection

- On the next screen, choose the hardware type needed (Laptop Computer, Desktop Computer) and specify any peripherals or additional software.
- Use the "Other Comments" field for any specific instructions or requests.


Hardware Request
*Laptop Computer
Dell Latitude 2in1 (Special Approval Required)
Dell Latitude 74xx Series minimum specification
Intel Core i7 Processor
16GB DDR5 Memory
512GB Solid State Drive
FHD+ (1920x1200) Display
Optional dock
Peripherals (Hold down Ctrl key to pick multiple values)
External Monitor
Laptop Dock
Additional Software
Adobe Creative Cloud
*Please note the ITS Hardware Request form should not be used for account access requests. eg: Salesforce, GeneSiS, Brightspace, Adobe Sign, etc.
Other Comments
Deliver to home address
Previous
Next

Submitting Your Request

1. Review Policy Exceptions

- The form will display information regarding exceptions for device issuance. Read carefully to determine if your request falls under these exceptions and fill out the necessary sections.

2. Approval Information

- If applicable, provide details for the immediate supervisor and director/dean approvals, especially for non-standard device requests.

3. Final Submission

- After completing all sections and reviewing your entries, click "Next" to proceed to the success screen, which confirms your submission.
- You will receive a message indicating your request has been submitted and is under review. It will be logged as a "Hardware Request" case in Salesforce.
- Click "Finish" to complete the process.

By following these detailed steps, managers can efficiently submit hardware requests to support their team's operational needs. This streamlined process ensures that all necessary information is provided, leading to quicker review and approval by ITS.

For more myAC guidelines, including submitting news and events, as well as ITS, IEC and Registrar's Office cases, visit the myAC SharePoint space (https://algonquinlivecom.sharepoint.com/sites/myAC/Guides/Forms/AllItems.aspx).

If you have any difficulties with completing the request, please contact ITS (https://help.algonquincollege.com/articles/How_To/How-can-I-contact-ITS/?q=contact+ITS&l=en_US&fs=Search&pn=1)

URL Name

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